

## **SHERIFF'S COMMUNICATIONS DISPATCHER**

### **DEFINITION:**

Under immediate supervision, to receive, evaluate, and act upon emergency and non-emergency telephone communications in the areas of law enforcement, fire, medical, and local government operations; to respond to database inquiries via radio and perform other support duties; and to perform related work.

### **DISTINGUISHING CHARACTERISTICS:**

Positions in this single level class are allocated only to the Sheriff's Department, Law Enforcement Support Services Bureau, Communications Section. A Sheriff's Communications Dispatcher is responsible for handling emergency and non-emergency telephone communications, respond to database inquiries via radio, and perform other support duties for the Sheriff's Communications Center. This class differs from the Sheriff's Emergency Services Dispatcher in that the latter is primarily responsible for operating radios to dispatch Sheriff's patrols and other emergency-related response services.

### **EXAMPLES OF DUTIES:**

Answers telephone to receive reports of emergency and non-emergency medical, fire, crime, and traffic complaints involving public peace and safety; elicits information from callers, and documents/ evaluates complaints; receives and responds to complaints; performs data base inquiries and provides information to law enforcement representatives; determines appropriate jurisdiction of incident and decides upon/takes proper action to resolve complaints; operates deaf telephone (TTD) equipment; formats rough draft messages; ticket entry into the ARJIS computer application system; assigns identification codes/numbers to incoming/outgoing messages; searches resource information for wants/warrants on persons, vehicles, and property; enters, retrieves, updates, and deletes information stored via computer; and performs other support duties as assigned.

### **MINIMUM QUALIFICATIONS:**

#### **General Knowledge of:**

- Techniques, procedures, and methods used in operation of a public safety communications center, including telephone and radio communications.
- Emergency (911) systems operation.
- State and local law enforcement procedures, practices, criminal codes, statutes, and ordinances.
- Geography of San Diego County, City, and environs.
- Appropriate agencies for handling of public safety complaints/problems/emergencies.

#### **Skills and Abilities to:**

- Effectively operate telephone, two-way voice radio console (respond to inquiries), computer terminal, and other related telephone equipment or systems in the Communications Center.
- Elicit from, and explain information effectively and accurately to a wide variety of callers including local government officials and the general public.
- Elicit and provide information relevant to maintaining the safety of field personnel.

- Reason clearly, analyze situations accurately, and adopt/develop effective course of action under both emergency and non-emergency circumstances.
- Maintain professional demeanor and response in handling sensitive, provocative, and/or emergency calls/callers.
- Document facts accurately, legibly, and completely under pressure of multiple/emergency call situations.
- Work effectively/accurately with codes and coded information.
- Read, interpret, and communicate map information accurately.

### **SPECIAL NOTES, LICENSES, OR REQUIREMENTS:**

#### **Basic Complaint/Dispatcher Course:**

Incumbents in this class are required to complete the POST-certified Basic Complaint/Dispatcher course within twelve (12) months of appointment.

#### **Background Investigation:**

Incumbents must have a reputation for honesty and trustworthiness with no felony convictions. Misdemeanor convictions may be disqualifying depending on number, severity, and recency. Applicants will be subject to a thorough background check. Prior to appointment, candidates offered employment in Sheriff's Department facilities are subject to a thorough background check that will include a truth verification examination.

#### **Working Conditions:**

1. Incumbents work on a rotating shift on a seven days-a-week basis, excluding holidays. Incumbents work 10-hour shifts.
2. The working environment consists of high volume emergency and life-threatening calls for service.

#### **Physical Requirements:**

Incumbents must be able to effectively hear telephone and radio messages despite considerable background noise, static, and interference. Must be able to input and read information from a computer screen.

#### **Probationary Period:**

Incumbents appointed to permanent positions in this class shall serve a probationary period of twelve months. (Civil Service Rule 4.2.5).